

Position Description

Position Title	Employee Relations Advisor
Portfolio	Member Services
Reports To	Employee Relations Service Manager
Employment Type	Full-Time
Location	West Leederville

Team Overview

The WALGA Employee Relations team provides human resources and industrial relations advisory, consultancy and advocacy services to Local Government members. The team is also responsible for leading sector advocacy, consultation and education about industrial matters impacting employment in Local Government.

Position Purpose

The Employee Relations Advisor is responsible for providing advisory and consultancy services to Local Government members about industrial relations and human resource matters.

Key Accountabilities

Advisory Service	• Provide verbal and / or written advice in response to member enquiries about human resource and / or industrial matters that are within the employee relations subscription service summary. • Deliver timely, accurate and practical advice in a clear and professional manner that ensures the member's requirements have been met.
Consultancy Services	• Engage with members to understand the scope of consultancy projects and the desired outcome. • Undertake position description classification reviews. • Review and draft policies and procedures for members. • Conduct research and analysis to ensure compliance with employment legislation, the incorporation of best practice human resource approaches and member and / or sector requirements.

Capacity Building	• Contribute to the development of resources such as template letters, policies and procedures, ER Guides and fact sheets for member access. • Initiate and contribute to the development of internal resources and processes to support and enable the team's ability to deliver a professional service to our members. • Develop presentation material and information resources for training, webinars, and seminars. • Assist the events team in managing events, registrations and event promotion as required. • Deliver face-to-face training, webinars and present to members and / or the sector at seminars. • Contribute to sector advocacy projects. • Draft ER alerts as required.
Administration	• Enter all interactions with members in the CRM, and regularly update reporting spreadsheets ensuring these items are kept up-to-date. • Contribute to the compiling of monthly status reports, quarterly reports and collate information for any other reports as required. • Assist with preparation and distribution of ER alerts. • Address salary and workforce survey enquiries. • Monitor the WALGA website and other resources to ensure information is current. • Maintain accurate record and ensure documents are named and saved according to protocols.

Key Relationships

Who	Why
Internal	
Manager	• Escalate issues, make suggestions and provide updates. • Provide advice and contribute to decision-making. • Identify emerging issues/risks and their implications and propose solutions. • Report on progress towards business objectives and discuss future directions.
Team	• Promote a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals. • Actively seek out opportunities to contribute to the broader organisation, supporting the accomplishments of colleagues. • Foster a sense of unity and cooperation to achieve shared goals.

Stakeholders	• Manage expectations and resolve issues. • Communicate needs and facilitate routine business transactions. • Monitor, direct and address enquiries.
External	
Stakeholders	• Establish professional relationships with members to enable the effective delivery of the advisory and consultancy services. • Manage member expectations and resolve issues. • Monitor, direct and address member enquiries.
Supplier/Service Providers and Consultants	• Manage expectations and resolve issues with service providers. • Communicate needs, facilitate routine business transactions, and resolve issues.

Key Competencies

Knowledge and Experience	• Demonstrated experience in providing a range of human resources and industrial advice to external and / or internal stakeholders. • Demonstrated awareness, understanding and application of employment legislation including the <i>Fair Work Act 2009</i> (Cth), <i>Industrial Relations Act 1979</i> (WA) and / or <i>Minimum Conditions of Employment Act 1993</i> (WA). • Demonstrated experience reading, interpreting and applying industrial instruments i.e. awards and enterprise agreements. • An understanding of contemporary human resources practices and principles. • Experience working as part of a team in a fast-paced environment. • Knowledge of the role of Local Government is desirable.
Qualifications	• Tertiary qualifications in human resources, industrial relations or a related field.
Skills	• Ability to communicate clearly and professionally verbally and in writing. • Excellent customer service skills with an ability to meet the needs of members and manage their expectations. • Ability to manage competing priorities and complete work to meet timeframes. • An appreciation of and the ability to work in accordance with processes and team protocols. • Sound interpersonal skills with the ability to contribute to discussions, acknowledge the opinions of others and be receptive to feedback. • Preparedness and ability to present to an audience.

Behaviours	• Willingness to travel to visit regional members on occasion along with some out of hours work. • Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA. • Contribute to a collaborative and inclusive work culture and establish relationships with stakeholders, focusing on building trust and rapport. • Take ownership of work and seek opportunities to contribute proactively. • Identify opportunities and implement initiatives for ongoing improvement. • Make timely and effective decisions in role, seeking advice where needed. • Incorporate future thinking into planning and develop innovative approaches to achieve long-term objectives. • Effectively shape perceptions and outcomes through communication. • Embeds continuous improvement practices into everyday operations. • Uses a customer-centric approach to anticipate and meet the evolving needs of members and stakeholders. • Create a culture of partnership and collaboration within the organisation and external stakeholders. • Show an awareness of the principles of Workplace Health & Safety and apply them by taking care and being alert about issues in the workplace. • Contribute to a culture of openness and support regarding mental health and well-being, encouraging colleagues to seek help when needed.
Values	Ability to demonstrate and apply WALGA's values: • Respect - We act honestly, with integrity and respect. • Excellence - We strive for excellence and an environment of continuous improvement. • Accountability - We take responsibility and work openly and transparently. • Collaboration - We value strong relationships and partnerships. • Curiosity - We encourage a spirit of enquiry, and an innovation mindset.